



Complaints Handling & Disputes Procedure

(OHAED) CH&D-PRO-2026:1.1

Purpose:	The purpose of this procedure is to ensure that complaints and disputes are dealt with in a responsive, efficient, effective and fair way at an Ohana Education Ltd school or educational program (all from now on referred to as <i>the school</i>).	
Scope:	Students, parents, carers and staff, including full-time, part-time, permanent, fixed-term and casual staff, as well as contractors, volunteers and people undertaking work experience or vocational placements.	
Status and Authorisation:	Approved 26th February 2026	Person Responsible: CEO
References:	<ul style="list-style-type: none">• Complaints Handling and Disputes Policy• Anti-Discrimination Policy	
Review Date:	Annually	Next Review Date: February 2027

Introduction

Ohana Education Ltd acknowledges the right of students, parents, carers, and staff to complain when dissatisfied with an action, inaction, or decision of an Ohana Education Ltd school.

The Ohana Education Ltd views constructive criticism and complaints as part of an important feedback and accountability process and encourages constructive criticism and feedback because the Ohana Education Ltd recognises that time spent on handling complaints can be an investment in better service to students, parents, carers, and staff.

Ohana Education Ltd is committed to ensuring that complaints from students, parents, carers, and staff are managed in a responsive, efficient, effective, and fair manner. The organisation recognises that not all individuals feel comfortable or able to clearly express concerns, particularly when raising issues with those in positions of perceived or actual authority.

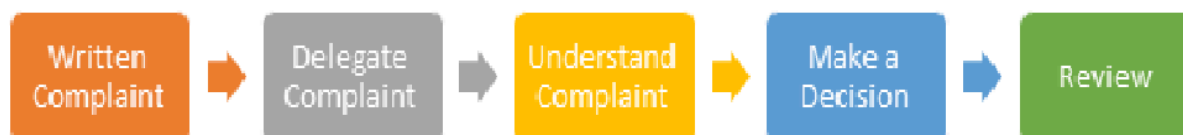
To ensure equity and accessibility, Ohana Education Ltd will provide additional support to anyone who requires assistance to make a complaint, so they can do so on the same basis as others. This support is available for all people, including Aboriginal and Torres Strait Islander peoples, people with disability, students and young persons and individuals from culturally and linguistically diverse backgrounds.

Complaints Procedure

All complaints will be handled in accordance with the Ohana Education Ltd's Complaints Handling and Disputes Policy and related Procedures.

The Process has 5 steps:

1. Receiving the complaint.
2. Delegating the complaint to the appropriate person.
3. Clarifying and finding out about the complaint.
4. Make a decision.
5. Review.



Step 1 - Receiving a Complaint

- All complaints are to be made in writing, including electronic form.

Step 2 - Delegating the Complaint to the Appropriate Person

- All written complaints will be received by the CEO - adevine@arcadia.qld.edu.au
- The complaint will be considered by the CEO who may refer the matter to the Principal or other staff member for investigation or consideration.
- The receipt of the complaint will usually be formally acknowledged in writing by the CEO or staff member delegated by the CEO.
- If the CEO considers the complaint requires more serious action, such as an emergency, legal, ethical or safety issue, the CEO may use their own judgment to determine if the complaint should be referred to an external party for investigation.
- Where the complaint is concerning the CEO the Board Chair will act on the complaint and delegate it to the appropriate person. These complaints can be emailed to the corporate secretary: executive@arcadia.qld.edu.au

Step 3 Clarifying and Finding Out About the Complaint

- The complaint will be investigated, in accordance with the rules of natural justice and the Ohana Education Ltd's responsibilities as laid out in the Ohana Education Ltd's Complaints Handling and Disputes Policy.

Step 4 Making a Decision

- a decision will be made on the veracity of the complaint.
- Where possible attempts will be made to resolve the issue informally reducing the need for formal investigation and disruption to students, parents, carers, and staff.

Step 5 Review

Ohana Education Ltd is committed to ensuring that complaints are handled fairly and transparently.

If a complainant believes their concerns have not been adequately addressed, they may request a review of the outcome:

- A request for review should be made in writing within ten (10) working days of receiving the outcome.
- Wherever practicable, the review will be conducted by a person who was not previously involved in the investigation or decision-making process.
- Where the original complaint was determined by the Principal, the review will ordinarily be conducted by the CEO.
- Where the original complaint was determined by the CEO, the review will ordinarily be conducted by the Board Chair or their delegate.

The purpose of the review is to consider whether:

- the complaints process was followed appropriately;
- procedural fairness was provided to all parties; and
- the decision was reasonable based on the information available at the time.

The outcome of the review will be provided in writing and will include reasons for the decision. Following the completion of the internal review process, a complainant may seek advice from an appropriate external authority if they remain dissatisfied, depending on the nature of the complaint.

Ohana Education Ltd will ensure that no person is disadvantaged or subjected to reprisal as a result of requesting a review.

Governance Reporting and Record Keeping

All formal written complaints will be logged in the Complaints Handling and Disputes Register.

A de-identified summary of complaints, trends and outcomes will be provided to the Board at least quarterly.

Serious complaints (including those involving safety risks, legal exposure, reputational risk, child protection matters, or potential systemic failure) will be reported to the Board Chair as soon as practicable.

Records will be maintained in accordance with privacy and record-keeping obligations.

Responding to Complaints and Concerns that are Child Focused.

Ohana Education Ltd is committed to a child-focused, rights-based approach to receiving and responding to complaints and concerns. Complaints are recognised as an important mechanism for listening to children and young people, strengthening safety, and improving organisational practice.

The Ohana Education Ltd *Complaints Handling and Disputes Policy* and *Complaints Handling & Disputes Procedure* clearly outline how concerns may be raised, the roles and responsibilities of staff, and the processes used to respond to different types of complaints. All complaints are taken seriously, addressed promptly and thoroughly, and managed in a manner that is fair, culturally responsive, trauma-informed, and respectful of privacy and confidentiality obligations

Consistent with a child-focused approach, Ohana Education Ltd ensures that:

- complaints can be raised safely and without fear of reprisal;
- students are supported to express their views in a way that is appropriate to their age, development and circumstances;
- procedural fairness is maintained for all parties; and
- outcomes prioritise the wellbeing, dignity and rights of children and young people.

Any concerns, disclosures or allegations relating to harm or abuse of a student are not managed under the general complaints process. These matters are escalated immediately and managed in accordance with Ohana Education Ltd's Reporting Concerns of Harm or Abuse Policy, which sets out mandatory obligations to act protectively and report to relevant authorities in line with legislative requirements.

Accessibility and Communication

The Complaints Handling and Disputes Policy and this Procedure are publicly available and readily accessible to staff, students, parents and carers through:

- The school website
- Staff induction materials
- Teacher Kiosk - Staff Policy portal

Information about the complaints process is provided:

- To families at enrolment
- To students during orientation and through age-appropriate communication
- To staff during induction and regular compliance training

Printed copies are available upon request from the school administration.

Where a complainant is unable to submit a complaint in writing due to age, disability, language barriers, literacy or other vulnerability, staff will assist the person to document the complaint in writing. The requirement for written complaints will not operate as a barrier to accessibility.